



Improving Cultural Competence: A CRASH Course

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Competence



The diagram illustrates the components of Competence. At the top is a blue rounded rectangle labeled 'Competence'. Below it are three vertical arrows pointing upwards. The left arrow is green and labeled 'Knowledge'. The middle arrow is red and labeled 'Skills'. The right arrow is orange and labeled 'Attitude'. All arrows have a white outline.

Knowledge

Skills

Attitude

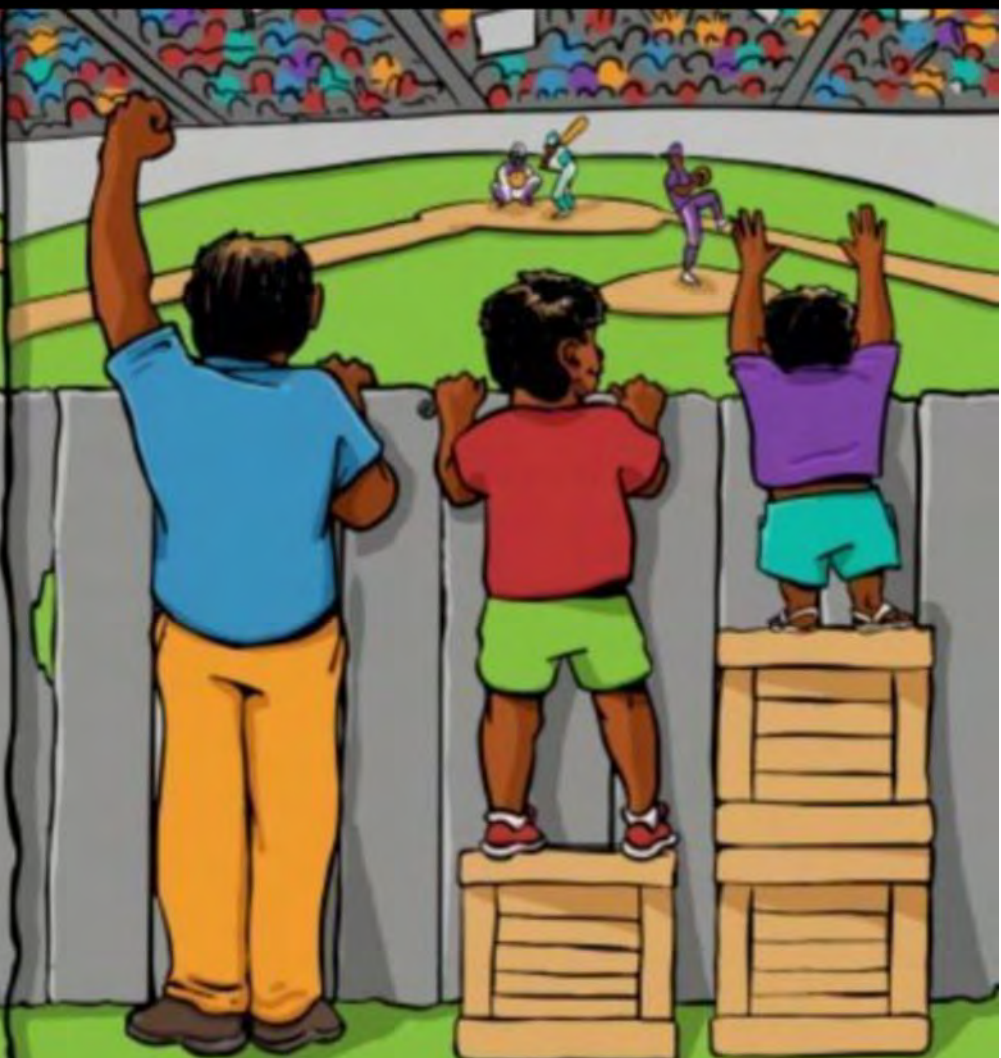


According to the American Hospital Association, cultural competency in health care describes the ability of systems to provide care to patients with diverse values, beliefs and behaviors, including the tailoring of health care delivery to meet patients' social, cultural and linguistic needs.



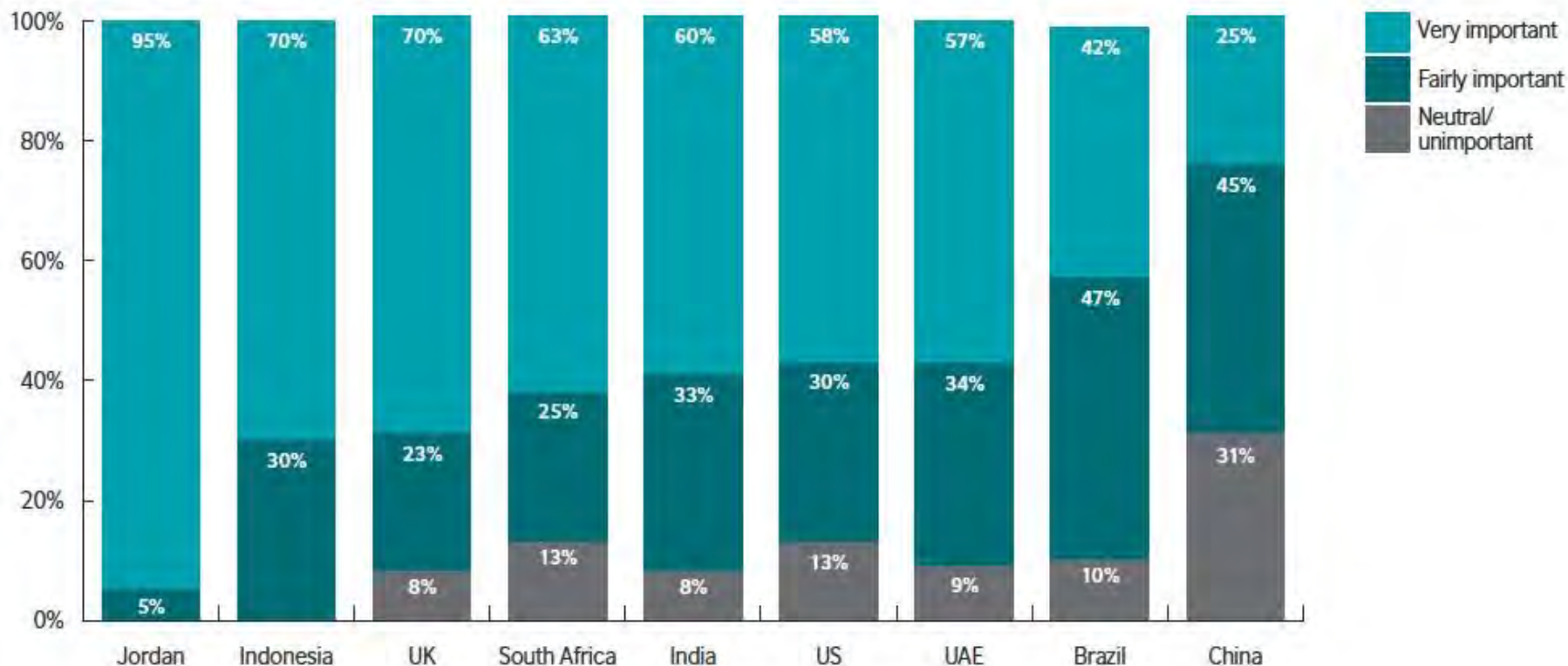


EQUALITY



EQUITY

**Chart 5: The importance of intercultural skills to organisations
(by country, ranked by very important)**

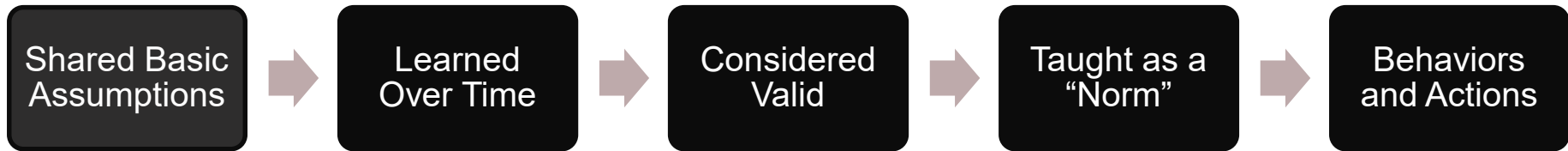


Source: Telephone/face-to-face surveys of public sector, private sector and NGO employers responsible for employment decisions.
Base: Brazil (n=43), China (n=40), India (n=40), Indonesia (n=40), Jordan (n=40), South Africa (n=40), UAE (n=44), UK (n=40), US (n=40)

Note: Because of rounding and/or exclusion of 'don't know' responses, percentages may not add up to 100%.



DEFINITION OF CULTURE



Schein, E. H.(2004). Organizational Culture and Leadership, 3rd ed. San Francisco, CA: Jossey-Bass



1

2

3

4

5

Unfavorable

Favorable





If we'd been born where they were born,
and taught what they were taught,
we would believe what they believe.

Unknown

5 Ways to Master Cultural Competence: CRASH



5 Ways to Master Cultural Competence: CRASH

- Curiosity for culture



5 Ways to Master Cultural Competence: CRASH

- Curiosity
- Respect



wiseGEEK



5 Ways to Master Cultural Competence: CRASH

- Curiosity
- Respect
- Assess & Affirmation



5 Ways to Master Cultural Competence: CRASH

- Curiosity
- Respect
- Assess & Affirmation
- Self-Awareness



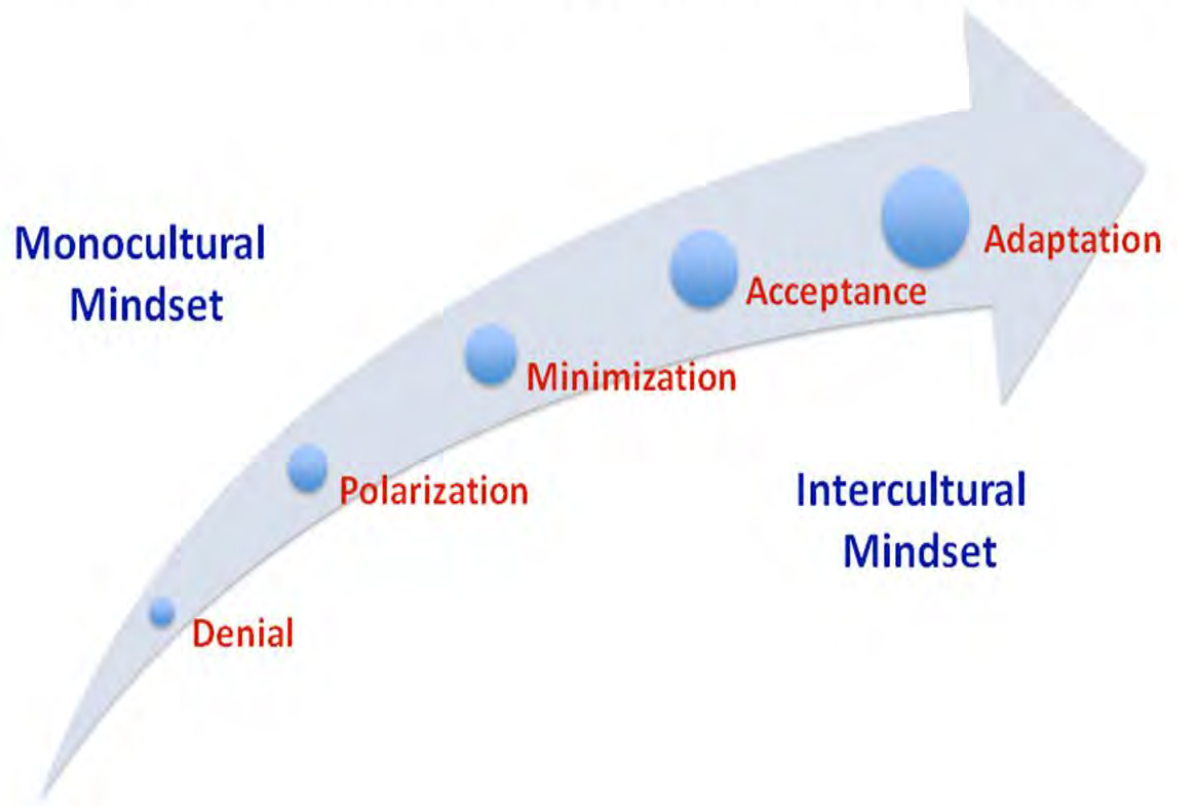
5 Ways to Master Cultural Competence: CRASH

- Curiosity
- Respect
- Assess & Affirmation
- Self-Awareness
- Humility



CRASH!!

Intercultural Development Continuum



The world in which you were born is just one model of reality. Other cultures are not failed attempts at being you; they are unique manifestations of the human spirit.

-Wade Davis



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The

SPIRIT CATCHES YOU
AND YOU FALL DOWN

*A Hmong Child, Her American Doctors,
and the Collision of Two Cultures*

ANNE FADIMAN



WITH A NEW
AFTERWORD BY
THE AUTHOR

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Instructions:

1. Read your scenario from Fadiman's book *A Spirit Catches You and You Fall Down*
2. With your group of 4-6 people, discuss what could have been done differently.
 - a. What are some assumptions the provider(s) had going into the conversation?
 - b. Are there alternative ways the provider(s) could have communicated with the patient's parents? If so, please describe them.



Scenario 1:

A twenty-minute bout of status epilepticus is considered life-threatening. Lia had seized continuously for nearly two hours..."I told her [Lia's mother] that this had been the big one," he [Neil, Lia's doctor] recalled later. "This was the worst seizure Lia had ever had, and it was very, very difficult to stop it, but we stopped it. She was still very, very sick. I told the mother about the need to go to Fresno, because Lia would need stuff that...I couldn't do. I also told her that we [doctors] were leaving town but would be back next week. And she understood that." On Lia's Progress Record, Neil scrawled, "...Parents spoken to and understand critical condition."

In fact, the parents understood an entirely different version of reality from the one Neil intended to convey. When I asked them why they thought Lia had been sent to Fresno, Nao Kao said, "Her doctor was going on vacation, so there wasn't any doctor here, so they sent her away." Foua said, "...he went to play, so they had to send Lia to someone else."



Scenario 2:

Nao Kao [Lia's father] was...asked to sign something....It is likely that Nao Kao was told that in two hours, after the discharge paperwork was completed, she [Lia] would be released, and he could take her home to die. His [Nao Kao] interpretation was somewhat different. He recalled,...”...then another person comes and has a paper on a clipboard and makes me sign and says that in two hours, Lia is going to die. They weren't fixing her...I am not satisfied. I am very disappointed at the hospital. I am mad. Is this a hospital that fixes people or makes them die?”

This was not the first time in the last two weeks that the Lees had been told Lia would die, but for some reason— perhaps because Nao Kao believed it contained such a time-specific prediction— it was the most offensive. In the Hmong moral code, foretelling a death is strongly taboo. It is an unpardonable insult to say to one's aged grandparent, “After you are dead...” Instead, one says, “When your children are 120 years old...”



Strategies to work better with others:

- **Pause** to brainstorm alternative options before making a complex decision.
- Keeping humility in mind, **ask** patients how *they* would treat their illness.
- **Learn** from “cultural brokers” for cultural context.





HEALTHY TOGETHER WILLMAR

Wendy Foley, Blue Cross and Blue Shield of Minnesota
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November 15, 2019

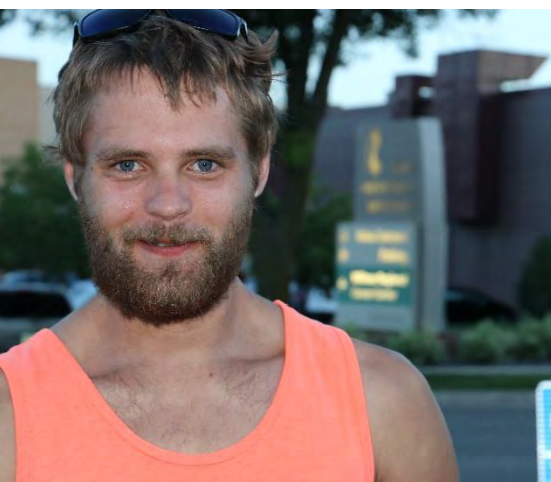




Create a future where all members of the Willmar community have access to the resources and opportunities needed to achieve their best possible health



Confidential and proprietary.



- **MORE Diverse voices in leadership**
- **MORE Connections across cultures and generations**
- **MORE Responsive health systems**
- **MORE Support for existing efforts**
- **MORE Innovation**





COMMUNITY TABLE



Healthy Together Willmar

CORE VALUES:

- * Leadership
- * Family (youth, seniors & intergenerational)
- * Inclusion for access and success
- * Education
- * Bringing people together & building trust and relationships
- * Learning more about one another
- * Building cultural competency
- * Health for all
- * Busting assumptions and business as usual
- * Healthy and health-oriented activities, spaces, and opportunities





oneerland Library System



"I learned that there are a lot of brave people in my community taking on some big, scary projects. These are whale-sized issues that we are taking on one bite at a time..."

Lessons Learned



**QUESTIONS,
THOUGHTS,
COMMENTS?**

THANK YOU